# Information Technology Quarterly Report
## October 1, 2004 – December 31, 2004

Submitted to:
The Joint Committee on Advanced Communications
and Information Technology

Submitted by:
The Office of Information Technology
*Doug Elkins, Executive Chief Information Office*

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# Introduction

Act 1042 (2001) requires the Executive Chief Information Officer (ECIO) to submit a report on a quarterly basis to the Joint Committee on Advanced Communications and Information Technology regarding information technology deployment and the administration and sharing of information among state agencies.

This 2nd Quarter Report of FY05 will:

- Summarize the major project activity within state agencies through the 6th quarter of the current biennium.

- Identify key leadership initiatives that impact efficient technology utilization and information sharing.

- Highlight the Enterprise Project model being used with several projects within the state.

- Summarize the development and implementation of eGovernment services around the state.

- Report on emerging issues and activities.

# Leadership Initiatives

## Technology in Education Task Force

The Technology in Education Task Force submitted the report entitled, *Considerations for Enhancing Education through Technology,* on November 30, 2004. The report contains the current state of our technology programs, the discovered technology needs, the potential technology solutions that will meet the current needs and the processes used to develop this data.

The Task Force was chaired and facilitated by OIT at the request of the Arkansas Legislative Joint Committee on Educational Facilities. The most important products of the work done by the Task Force are the possible options for utilizing technology as an education enabler across the state.

The descriptions of the needs and the optional solutions presented in the report will help the state legislative and executive decision makers decide the actions necessary and expedient to enable Arkansas schools to satisfy the important educational needs related to technology.

# Leadership Initiatives

## Public Records Retention

**Record Retention Requirements & Electronic Record Management Guidelines**

- The Office of the Executive CIO was charged by the Governor to develop regulations and guidelines for the retention and management of public records.

- The work was accomplished and approved in December, 2004 by a work group composed of members from a cross section of state agencies.

- Input was gained from partners outside state government that represent key stakeholders and experts in records management and law.

**Progress Report**

- The proposed records retention schedule for common categories of records for use by all state agencies, boards, and commissions is completed.

- The development of electronic record management guidelines and requirements is completed.

- The guidelines that address issues surrounding electronic communications as a public record are complete.

- A report of cost and other impacts to accompany the proposed record retention schedule is completed.

- A procedural handbook for records retention is completed.

# Leadership Initiatives

## Business Consultation Service

The Office of Information Technology offers its services as a resource to state agencies for business and technology analysis, evaluation of possible business and technology solutions, and guidance on compliance issues. Examples are:

**Department of Information Systems – Tele-Management System**
A Request for Proposal (RFP) for an Enterprise Tele-Management System was reviewed by the ECIO Office. The software system sought by the RFP would integrate Department of Information Systems (DIS) billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions.

**Broadband Project**
The Office of Information Technology is facilitating a group of state agencies interested in expanding broadband access across the state. This initiative will focus on understanding the current level of high speed access to the Internet within the state and exploring legislation that will entice service providers to deploy broadband in underserved areas. Access to the 'information superhighway' in all parts of the state is an important component in the ability of our state to remain competitive in the fields of business and education.

# Leadership Initiatives

## Enterprise Governance Structure

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                 /      \
                / Executive \
               / Committee  \
              /──────────────\
             /                \
            / Program and      \
           / Operations        \
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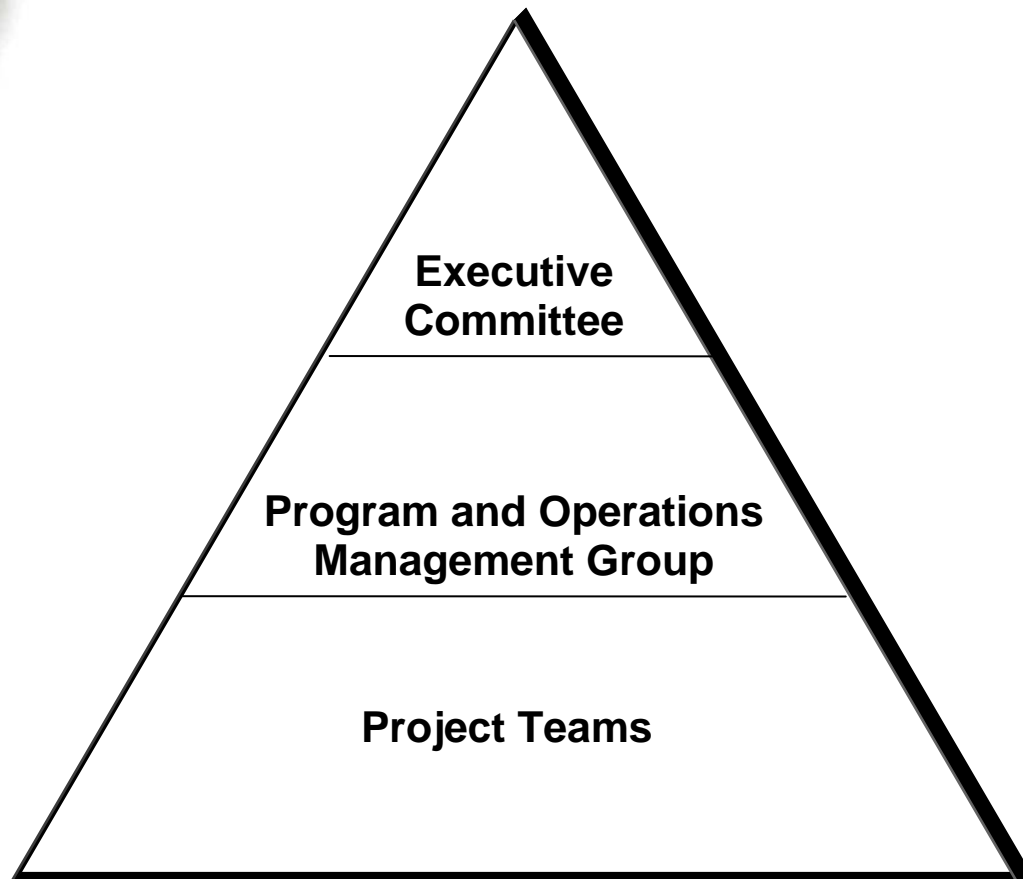
- A Governance model was developed for Enterprise Projects
- The model is 3-tiered
  - The Executive Committee sets policy, standards and direction.
  - The Program and Operations Management Group develops the business case and strategy plan for the project.
  - Project teams provide project implementation and oversight services.
- This model is in place in (2) Enterprise efforts
  - Integrated Justice
  - Arkansas Wireless Information Network (AWIN)

# Leadership Initiatives

## Integrated Justice Information Systems Coordinating Council

**Integrated Justice Information Systems - IJIS**

Act 1272 of 2001 established the Integrated Justice Information System Coordinating Council as well as a Local Government Advisory Group. That legislation expired in 2003. The IJIS Council was re-established by the Governor's Executive Order 03-04 of 2003. The ECIO was appointed to the council with this Executive Order. The council elected the ECIO chair of the IJIS Council.

- The IJIS Council adopted the Enterprise Model proposed by the ECIO for it's Governance Structure.

- The Executive Committee is the group of agencies identified as IJIS Council members in the Executive Order.

- Members for the Program and Operations Management Group have been identified.

- The IJIS pilot project in Faulkner County went live on April 1, 2004. This pilot project included the following participants:

    > Faulkner County Sheriff's Office
    > Prosecuting Attorney's Office
    > Faulkner County Detention Facility
    > Department of Community Correction
    > Department of Correction

- An October, 2004 onsite evaluation of the Faulkner County Pilot Project by the IJIS Institute of Washington, D.C. determined a "best practices" approach for expansion of integration to other counties throughout the state. A Technology Assistance Report was submitted on November 22, 2004.

- All Federal grant funding has been expended. During the 2005 Arkansas Legislative Session, subsequent funding will need to be established and the IJIS Council will need to be expanded to include the Arkansas Department of Emergency Management and the Game and Fish Commission.

# Leadership Initiatives

## Arkansas Wireless Information Network (AWIN)

The Arkansas Wireless Information Network (AWIN) Project consists of three phases. The project is under the direction of the AWIN Steering Committee. A Local Leadership Council representing local governmental bodies has been formed to provide input and perspective from county judges, sheriffs, emergency managers, and fire agencies. The project is also under quality assurance review by an independent professional engineering firm. The vendor for the project is Motorola.

- Phase I consists of the conversion and upgrade of the current State Police system from analog to digital. The cost of Phase I is estimated to be $25.5 million. The project is on schedule and on budget.

- A related project, Chemical Stockpile Emergency Preparedness Program (CSEPP), has been merged with the AWIN Phase 1 Project and is on schedule and on budget. This project involves Jefferson and Grant Counties and will cost an estimated $11 million.

- A pilot project to deploy and demonstrate interoperable communications between local law enforcement and first responders in a county is part of the AWIN Project. The counties involved in this pilot are Lonoke, Miller, and Craighead. This pilot will be completed at a cost of $10 million. The portion is the project is under design and review and is expected to be completed concurrently with Phase 1.

# Leadership Initiatives

## CIO Council

The CIO Council, formed in accordance with Act 1042, of 2001, represents the agencies, boards and commissions while serving as advisor to the ECIO in developing the IT usage for the state. The Council provides leadership in coordinating information technology within the state and assists in establishing a prioritization system for state investment in enterprise projects.

**Council Activity**
The CIO Council's emphasis this quarter has been:

- Studying a framework for the State's Strategic IT Plan.
- Identifying business and technical issues facing state agencies.
- Developing its role and responsibility within the overall IT governance in the state as well as becoming more familiar with the role of the ECIO's office.
- Establishing a methodology for notification to state agencies about compliance with published standards.
- Understanding the State's Disaster Recovery planning and the Council's role.
- Exploring the viability of a Technology Forum for State Government IT executives.

# Leadership Initiatives

## Standards and Policies

The State Technical Architecture Office guides the process of using information technology resources throughout the state by directing the formulation of state policies, standards, and best practices for information technology.

The following three standards have started through the formal promulgation process put forth by the Legislative Council.

### Machine Readable Privacy Policy Standard

The Machine Readable Privacy Policy Standard requires agencies to use the P3P specification when creating machine readable privacy policies on agency websites. Act 1713 of 2003 required state and local governments with websites to create machine readable privacy policies which are programs that reside in websites that tell a person visiting a website what the owning organization's privacy policy is in regards to any information that is gathered through the website.

### Dot Gov Subdomain Naming Policy

The Dot Gov Subdomain Naming Policy details the rules for creating Internet addresses under the Arkansas.gov subdomain. Agencies are not mandated to use this domain name, but are encouraged to do so. The policy is already in existence, but this office is seeking to amend the existing policy to allow program names to be registered in the same manner as agency names. The current format is www.agencyname.arkansas.gov/program name. Once the policy is amended, the web address for a program can be www.programname.arkansas.gov.

### Data and System Security Classification Standard

The Data and System Security Classification Standard requires organizations to classify information and computer systems by levels of sensitivity and criticality. By determining data and systems that are truly critical for agency operation, appropriate levels of information technology security measures can be applied. Guidelines have been created by the security working group to accompany the standard.

# Leadership Initiatives

## Technical Services to Agencies

**Accessibility Testing**
Provided ongoing assistance to agencies in testing software and applications for compliance with state accessibility legislation.

**Machine Readable Privacy**
Provided assistance to agencies and local government entities with the implementation of machine readable privacy policies on their websites to comply with the requirements of Act 1713.

# Leadership Initiatives

## Arkansas Geographic Information Office (AGIO)

The Arkansas Geographic Information Office (AGIO) continues to provide leadership for two major programs that are building Geographic Information System data and capacity at the county level within Arkansas.

**County Assessor Mapping Program**
The AGIO sponsored a two day training workshop for participants in the County Assessor Mapping Program. The training was funded by a National Spatial Data Infrastructure training grant from the Federal Geographic Data Committee. All County Assessor Offices participating in the program are developing their data following the state cadastral mapping standard. Additional workshops are being planned in Russellville and Jacksonville for other counties participating in the program.

- AGIO has published Phase 1 data in GeoStor for six counties.
- Eighteen counties are engaged in Phase II of the program.
- Only two counties remain to join the program.

**Joint Committee on Educational Facilities Task Force**
The AGIO completed development and rollout of the Joint Committee on Educational Facilities web mapping Internet site. The site publishes geographic information (http://www.facilitymaps.state.ar.us) about the public school facilities in the state. The Internet based mapping system enables users to locate and view the facilities on a digital map of the state. After the user has located their area of interest they can go to the detailed school facilities reports generated for the districts and campuses in the state. The system is available for members of the General Assembly and the public. The example shown here is of Searcy High School.
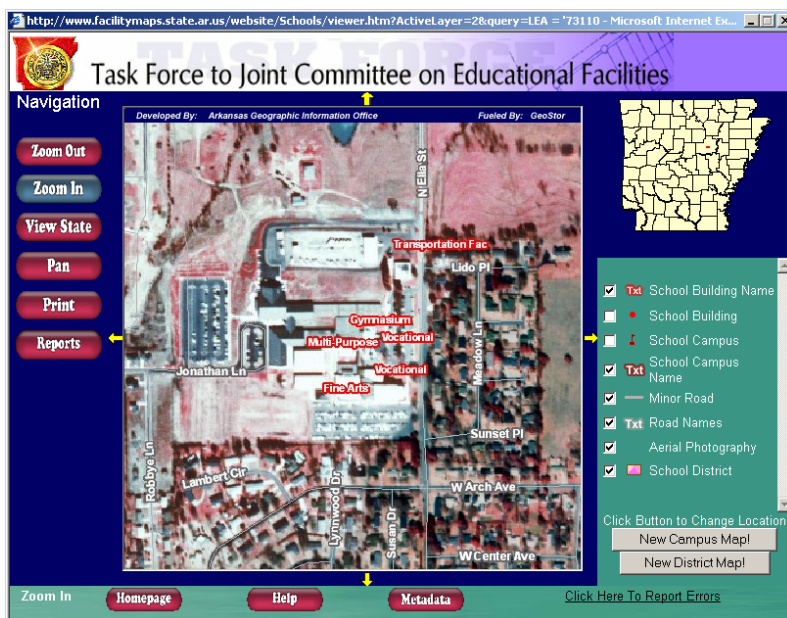
# Leadership Initiatives

## Arkansas Geographic Information Office (AGIO)

**Arkansas Centerline File Program**
State compliant road centerline data enables the capability to quickly locate people, places and events using a physical address. The AGIO manages the Arkansas Centerline File Program which is a cooperative effort to develop standard compliant road centerline data across all the counties of the state. The AGIO, in partnership with the Department of Community Corrections (DCC), tested the feasibility of utilizing the Arkansas Road Centerline File as a validation tool to find the address location of parolees under DCC supervision. According to DCC parole guidelines, a parolee shall not live within 2,000 feet of a school or day care center. Using Pulaski County as a test area, the AGIO mapped the location of every school and day care center and calculated a 2,000 foot exclusion zone around each of those locations. DCC personnel are using hardcopy maps produced from the AGIO effort to mark the address location of parolees in order to validate that parolees do not live within the 2,000 foot exclusion zones. If the test is successful, DCC Parole Officers will have the capability to quickly advise parolees about suitable housing locations that are beyond the excluded areas. This will improve the efficiency of parolee tracking and supervision for DCC. The map show here is an example of one of the test areas. The test demonstrates another application where accurate road centerline data is necessary.

# Leadership Initiatives

## Arkansas Geographic Information Office (AGIO)

**Security Logistics for Clinton Library Opening**
AGIO staff played a role in supporting numerous federal, state and local agencies responsible for planning and carrying out security logistics for the Clinton Presidential Library opening ceremony. A number of organizations intended to purchase updated aerial photography of the Library site to use for planning purposes. The AGIO coordinated a consolidated acquisition of this data which reduced the cost and allowed for data sharing by the organizations. The coordinated purchase resulted in a cost avoidance of $144,000 in state and local funds.

Law enforcement personnel from throughout the state were brought in to support the operation. Many of these officers were unfamiliar with the area so it was necessary to develop custom map books. The AGIO produced over 1,000 maps for this effort.  During the opening ceremony, AGIO staff was positioned to deliver geospatial analysis and support. This included staffing the Little Rock Police Department Emergency Operations Center and the Department of Emergency Management Emergency Operations Center.

# Leadership Initiatives

## Progress on Security and Cyber-Terrorism

**Disaster Recovery Capability**
The Department of Information Systems now strives to provide 72 hour disaster recovery capabilities on the services they host. The current focus is on disaster recovery simulations for the agencies listed as critical to the continuation of state services. DIS is also supporting a current state-wide effort, sponsored by the ECIO, to determine the disaster recovery capabilities of all state agencies.

**Disaster Recovery Planning**
A web-based disaster recovery planning tool has been deployed to agencies, boards and commissions to create business impact assessments and disaster recovery tools. Forty-one agencies completed business impact assessments and have gone into the disaster recovery planning phase. Seventy-five agencies have been trained to create disaster recovery plans and are actively creating organizational disaster recovery plans.

**Public Key Infrastructure (PKI)**
PKI is a system that enables users to exchange data securely and privately through the use of public and private keys that are obtained and shared through a trusted authority. A Request for Proposal was issued by the Office of Information Technology and the resulting proposals were evaluated by a team of people from several agencies. Due to the high cost per certificate put forward by the respondents, the proposal was not awarded.

**Cybersecurity Education and Awareness**
Along with Department of Homeland Security, the National Cyber Security Alliance, and many other states, Governor Huckabee designated October as Cyber Security Awareness Month. Security-related seminars were sponsored or conducted by the State Security Office for state agencies, public schools and higher education. Brochures and newsletters were also created to raise awareness of cyber issues.

# Leadership Initiatives

## Progress on Security and Cyber-Terrorism

**Notification Systems**
The ECIO's office is facilitating a group of state agencies that are responsible for managing notification systems within our state. This workgroup will identify where opportunities for sharing resources can occur. Presentations from various agencies that have notification systems are being scheduled.

**Cyber Event Notification System**
The State Security Office exchanges information related to cyber events with state agencies, institutions of higher education and public schools. Viruses and worms may hinder the ability to exchange information by email. For this reason, the Security Office has established a voice and fax system to send information regarding how to clean infected machines to cyber security contact people in public organizations. The notification system was tested during this quarter.

# eGovernment Initiatives

Information Network of Arkansas (INA) has the responsibility of assisting the state in exploring and improving citizen and business access to public information. The following is a sample of the applications that INA implemented or began development during this past quarter:

## Operational Projects

**Committed to Education Foundation, Gift Certificates** - Gift certificate orders for specialized "Committed to Education" license plates. Payable by credit card. Supports education technology grants awarded by the Foundation.

**Crime Information Center, Hot Vehicle Check** - Online request for a hot/stolen vehicle information.

**Engineers & Land Surveyors Board, License Renewals** - Online license renewals for engineers and land surveyors.

**Finance and Administration, IFTA Payment Systems** – International Fuel Tax Agreement Online Tax Report Generator.

**Finance and Administration, IRP System** - International Registration Plan system for registration of commercial vehicles.

**Finance and Administration, Trucking Portal** - Portal site to the commercial trucking industry services across multiple agencies. Renew registration, pay taxes, apply for permits, etc.

**Secretary of State, Kids Page** - Interactive kids page with State history, facts, symbols and a teachers section.

**Secretary of State, Kids Page / Mock Election Blog** - Kids Page online Blog for issues to be posted by Secretary of State with visitors providing online feedback.

**Secretary of State, Mock Elections** - Online voting system for statewide mock elections.

**State Police, Fatal Crash Summary Report Upload** - Tool for Troops to login and load fatality reports to the State Police site. Replaces fax paper process to media also.

# eGovernment Initiatives

## New Online Projects Under Development

**Online real estate and personal property tax processing for the following counties:**

- Boone, Cleburne, Columbia, Dallas, Saline, Van Buren

**Department of Education, Site Redesign** – Graphic redesign and content layout of the Dept of Education site.

**Department of Finance and Administration, Child Support Payment Portal –** Online Child Support Payment Portal will allow non custodial parents to pay their child support, custodial parents to review payment history and employers to pay for wages withheld.

**Department of Finance and Administration, Trucking Portal** – A portal for the motor vehicle carriers to use to reach pertinent agencies to renew tags, pay taxes, apply for permits, etc.

**Department of Finance and Administration, ARStatejobs** – Provide an automated system to download applicant information to DFA.

**Department of Finance and Administration, Personalized License Plates** – Online lookup and request for personalized license plates.

**Department of Human Services, Severe Barriers Program** – Web enable data collection initiative in kiosk environment that Department of County Operations will use to gather information for their Severe Barriers Program.

**City of Little Rock, Parking Tickets** – The ability to pay parking tickets issued by the city online via credit card.

**City of Little Rock, Business License Renewals** – Online business license renewals for the city of Little Rock.

**Plant Board, Feed Facility License** – Online purchase of feed facility license with credit card.

**Secretary of State, Campaign Finance Filings –** Online filing of campaign finance reports.

**Secretary of State, Business One Stop Registration –** A person starting a business can register and complete the necessary forms with all levels of government (city, state, federal).

**Senate - President Pro Tempore Site –** Website for President Pro Tem

# eGovernment Initiatives

## Office of Child Support Enforcement
## Online Payment

Child support in Arkansas can now be paid online, directly or through payroll deductions and the service is available 24 hours a day, seven days a week. The Office of Child Support Enforcement (OCSE), a division of the Department of Finance and Administration, now makes it possible for non-custodial parents and employers to make child support payments with a credit card or electronic check. The services are available for all Arkansas based child support cases facilitated by the OCSE. More than 162,000 child support payments are submitted each month in Arkansas by mail or in-person. After receiving the funds, the OCSE transfers the money to the appropriate recipients.

The new services are available through www.Arkansas.gov, the official Web site for state government services and information in Arkansas. The services are also accessible by going directly to the OCSE website at www.childsupport.arkansas.gov.

# Emerging Issues / Activities

- Complete biennial agency IT planning process.

- Development of road centerline mapping data to assist counties in responding to wireless 911 emergency phone calls.

- Issue a Request for Proposal for the creation of the next generation of statewide digital ortho-imagery.

- Collaborate with DIS and several hundred agencies and schools to combat specific cyber attacks.

- Support executive and legislative leaders with the proposed record retention schedule completed in the fall of 2004.

- Develop assessment standards for technology infrastructure in K-12 school facilities across the state.

- Explore the data mining/reporting capabilities of Cognos software in order to meet legislative mandates. The software would interact with the Arkansas Public School Computer Network and the state's Financial Management System.

- Continue development of cyber security standards related to physical, logical and wireless security.

- In regard to the Technology in Education Task Force Report to the Joint Committee on Educational Facilities: Continue to assist legislative decision makers in appropriate actions necessary and expedient for enabling Arkansas schools to satisfy important education needs related to technology.

- Analyze and provide a summary of the information obtained from the technology assessment that was a component of the state-wide school facility assessment. The information obtained from the technology assessment will answer key questions regarding the use of educational technology in Arkansas and assist in the evaluation of district's technology support needs.

- Partner with the Department of Information Systems and public schools to conduct cybersecurity pilots to study the most effective ways to keep public school networks secure.

- Continue development of cybersecurity standards related to physical, logical and wireless security.

- Train some Arkansas counties to use the state's disaster recovery planning software to start creating county disaster recovery plans.

- Continue working with agencies to complete their disaster recovery plans.

# Appendix
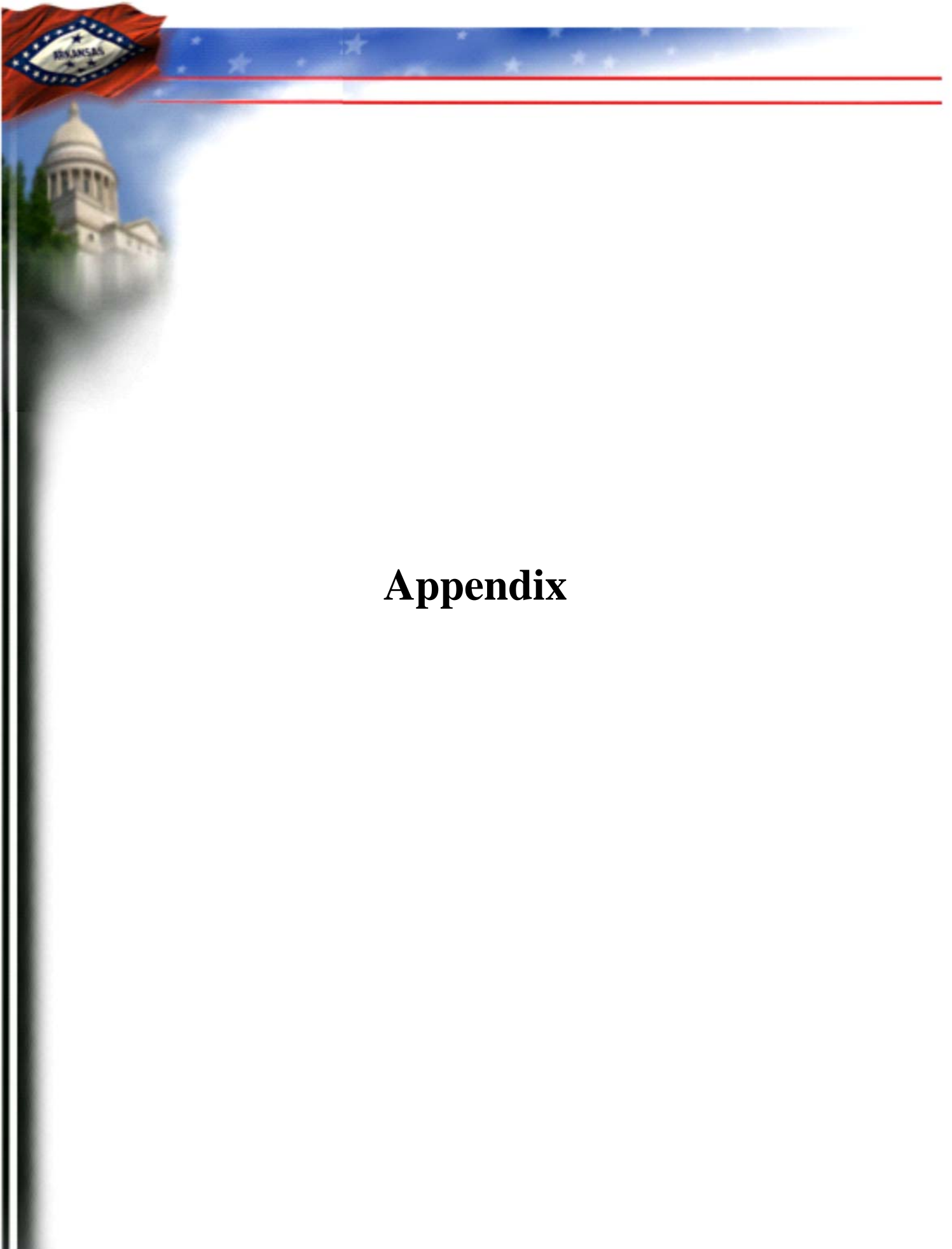
# Overview of Biennial Information Technology Planning Process

Agencies submit Information Technology (IT) plans to the Office of Information Technology (OIT) by August of even years in preparation for the legislative session.

Information required in the agency's IT plan:

- Agency mission, goals, and objectives

- Description of Operational IT investments

- Identification of "high impact" efforts such as Health Insurance and Accountability Act (HIPAA), security, enterprise projects, etc.

- Identification of planned new IT investments

- Biennial appropriation request for technology

OIT is currently processing and reviewing all agency's, board's, and commission's IT Plans for the FY06-07 Biennium.

This Planning cycle coincides with the biennial budget process.

# Major Projects Account for 11% of Planned Technology Expenditures for FY04-05
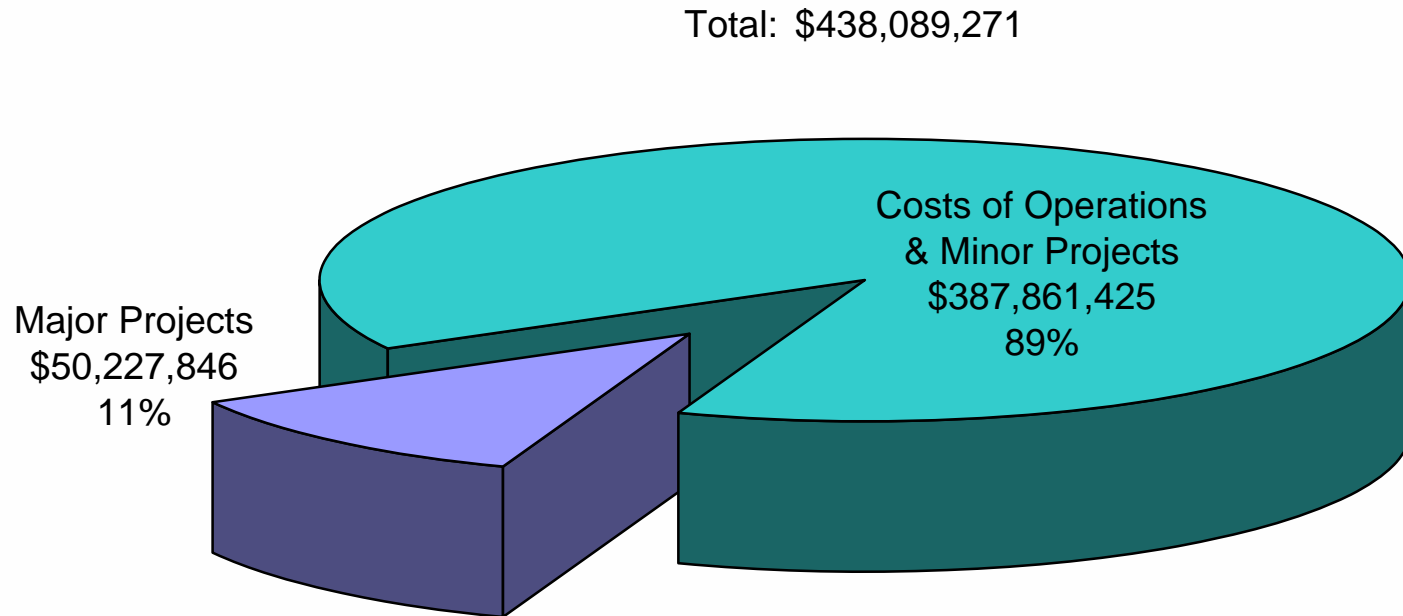
Total: $438,089,271



Major Projects
$50,227,846
11%

Costs of Operations
& Minor Projects
$387,861,425
89%

Note: Major Projects are those greater than $100,000
Source: Quarterly survey of agency project expenditures

# Major Project Expenditures by Agency

| Agency | Total Project Cost (estimated) | Prior Biennial Cost | Biennial Cost to Date | Actual Cost to Date | Budgeted amount for Biennium | Project Count |
|---|---|---|---|---|---|---|
| Human Services | 32,258,655 | 16,367,272 | 11,829,187 | 28,196,459 | 14,194,925 | 8 |
| Employment Security | 15,079,953 | 2,542,774 | 2,154,893 | 4,697,667 | 12,596,251 | 20 |
| Teacher Retirement System | 7,500,000 | 3,627,461 | 3,403,638 | 7,031,099 | 3,872,536 | 1 |
| Crime Information Center | 6,555,456 | 3,113,945 | 2,691,586 | 5,805,531 | 3,315,874 | 4 |
| Finance and Administration | 5,021,560 | 976,420 | 3,189,245 | 4,165,665 | 3,378,670 | 3 |
| Environmental Quality | 3,200,000 | 357,520 | 504,719 | 862,239 | 3,200,000 | 1 |
| Health | 3,100,000 | 0 | 1,850,000 | 1,850,000 | 3,100,000 | 4 |
| State Police | 2,451,133 | 0 | 2,451,133 | 2,451,133 | 2,451,133 | 2 |
| Education Department | 1,743,540 | 0 | 1,113,885 | 1,113,885 | 1,743,540 | 2 |
| Information Systems | 850,000 | 0 | 34,160 | 34,160 | 850,000 | 2 |
| Prosecutor Coordinator | 489,300 | 47,500 | 67,000 | 114,500 | 124,000 | 1 |
| Parks and Tourism | 435,000 | 0 | 314,072 | 314,072 | 435,000 | 2 |
| Securities Department | 369,871 | 114,800 | 315,855 | 430,655 | 312,821 | 1 |
| State Crime Laboratory | 351,000 | 134,605 | 108,198 | 242,803 | 216,396 | 1 |
| Office of Information Technology | 236,700 | 0 | 201,251 | 201,251 | 236,700 | 1 |
| Workers' Compensation Commission | 200,000 | 0 | 0 | 0 | 200,000 | 1 |
| | $79,842,168 | $27,282,297 | $30,228,821 | $57,511,118 | $50,227,846 | 54 |

**\*** Listing of projects is contained in the appendix.

# Major Technology Investments:
# Top 10 Projects by Cost

| Agency | Project Name | Sum of Budgeted amount for FY04-05 | Sum of Total Project Cost (estimated) |
|---|---|---|---|
| Human Services | HIPAA | 6,726,964 | 22,355,827 |
| Teacher Retirement System | Arkansas Teacher Retirement Member Information System | 1,086,490 | 3,907,024 |
| Crime Information Center | VINE Enhancements | 2,332,392 | 3,769,884 |
| Human Services | CHRIS - Children's Reporting and Information System | 3,559,039 | 3,559,039 |
| Human Services | Child Care Eligibility | 3,200,000 | 3,200,000 |
| Environmental Quality | Integrated Information System | 1,357,110 | 2,500,000 |
| Finance and Administration | Employment Benefits | 1,921,560 | 1,921,560 |
| Finance and Administration | Budget Preparation Module | 1,836,980 | 1,836,980 |
| Employment Security | Internet Initial Claims | 1,800,000 | 1,800,000 |
| Employment Security | Initial Claims IVR/Call Center | 774,994 | 1,543,233 |
| **Total Cost of Top 10 Projects** | | $27,693,071 | $52,850,314 |
| **Represents 66% of Total Projects Cost** | | | |
| **Total Cost of Remaining 44 Projects** | | $22,534,775 | $26,991,854 |
| **Total Cost - All Projects** | | $50,227,846 | $79,842,168 |

Note: Major Projects are those greater than $100,000
Source: Quarterly survey of agency project expenditures

# Budgeted Major Projects by Fund Source
## for FY04-05

**General Revenue**
**$7,973,163**
**16%**

**Federal Funds**
**$28,442,649**
**56%**

**Special Revenue**
**$7,461,564**
**15%**

**Other Sources**
**$6,416,042**
**13%**
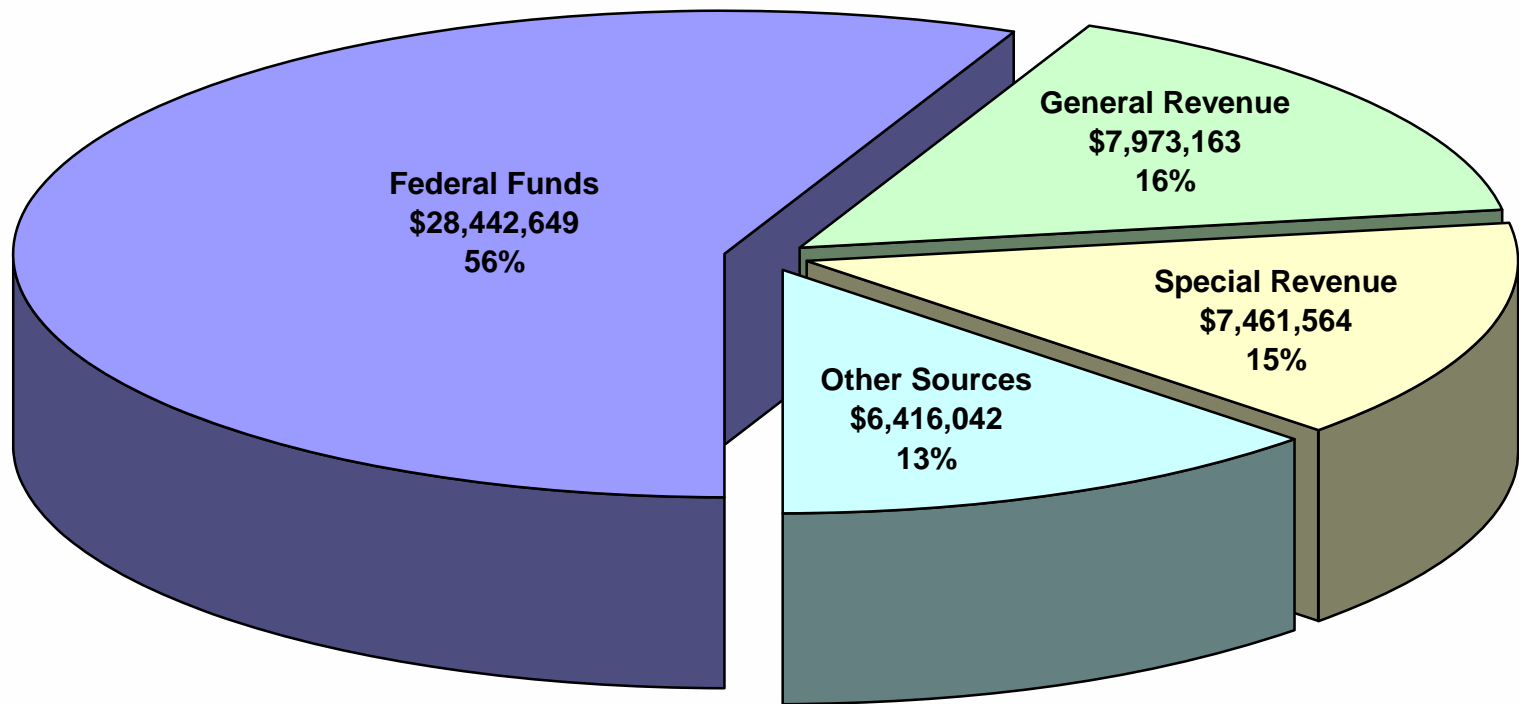
**Total: $50,227,846**

# Planned Major IT Development Projects

| Agency & Project Name | Project Description |
|---|---|
| **Crime Information Center** | |
| Integrated Justice | Develop automated interfaces to county criminal justice agencies. This is a pilot project in Faulkner County. |
| National Criminal History Improvement Project | Acquire hardware and software to enter dispositions electronically. |
| Project Safe Neighborhoods | Identify and collect data on violent crimes in Arkansas. This project will include professional services and PCs. |
| **Employment Security** | |
| ABPCO | Automates operations and case management for recovery of Unemployment Insurance overpayments |
| ACRS | Gives Arkansas citizens the capability to reference post-secondary education information available in Arkansas and so that Arkansas post-secondary education and training institutions could automate their Eligible Training Provider (ETP) applications. |
| Ark Adjudication System | Automates the adjudication of Unemployment Insurance issues |
| Economic Development Exchange | Provides automation for geocoding, potential labor, job vacancy and benefits survey |
| Employer Accounts Registration | Allows new businesses to apply for ESD account numbers over the Internet |
| Employer Wage Processing | Allows businesses to report employee wages over the Internet |
| FARS Replacement | Provides cost accounting for federal reporting not provided in AASIS |
| Hope MFLC Record Keeping | Provides an automated room management and billing system for individuals staying at the migrant farm labor center |
| Imaging | Provides imaging capability for all projects |

# Planned Major IT Development Projects

| Agency & Project Name | Project Description |
|---|---|
| Initial Claims IVR/Call Center | Provides recently unemployed individuals to file Unemployment Insurance claims over the telephone |
| Internet Initial Claims | Allows individuals that have just been laid off to fill an Unemployment Insurance claim |
| Learning Exchange/OSCAR Import | Will move a career exploration site from a Texas server to an Arkansas server |
| LMI Automation (ALMIS/NSR) | Provide and Internet based interactive labor market information system to the citizens of Arkansas.  This is a consorted effort between approximately 21 other States, directed by NASWA/CESER through grants from the U.S. Department of Labor. |
| ODDS/AWIS Replacement | Combines the current AWIS and ODDS systems |
| Security | Setups a security office and provides security utilities for all applications. |
| TAA/TRA/DW | Automates Trade assistance, unemployment assistance due to loss of jobs due to NAFTA, and dislocated worker. |
| UI Collections | Automated the collection of Unemployment taxes from employers |
| **Environmental Quality** | |
| Integrated Information System | Integrate enforcement, compliance, and permitting data |
| **Finance and Administration** | |
| Budget Preparation Module | Implementation of Budget Preparation (AASIS) |
| Performance Budgeting and Accountability System | Implementation of  Performance Based Budgeting, strategic planning and reporting (AASIS) |
| **Health** | |
| Hospital Network (Bioterrorism Grant) | Create a Video conferencing/data network with AR hospitals |
| Laboratory (Bioterrorism Grant) | Migration/Upgrade of Lab application to new ADH system |

# Planned Major IT Development Projects

| Agency & Project Name | Project Description |
|---|---|
| NEDSS (Bioterrorism Grant) | Create a Database of disease surveillance information |
| Vital Records | Migration of VR application from legacy to new ADH system |

**Human Services**

| | |
|---|---|
| Extended Juvenile Jurisdiction Digital Surveillance | EJJ Digital Surveillance Project is to provide and install a PC-based Digital Audio/Video Monitoring and Storage System. The system shall include the cameras, microphones and sensors listed in the specifications, and monitoring and management systems to permit event-driven switching from time-lapse recording to synchronous recording of audio and near real-time video on the same medium. The system will permit recorded events from multiple remote sites to be archived to one central location. |
| Juvenile Tracking System Re-Engineering | TRW will assist in the coordination and procurement of the Rite Track (Commercial "off-the-shelf" COTS)) to eventually replace the current Juvenile Tracking System (JTS). Continue the on-going maintenance of the existing JTS system for Department of Human Services (DHS), Division of Youth Services (DYS), until the replacement system is deployed. |

**Information Systems**

| | |
|---|---|
| Tele-Management Project | A DIS RFP for a Tele-Management System proposes integrating billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions. These functions are currently performed by three separate systems: Resource Billing System (RBS), Management of Network Income Expense and Services (MONIES), and HEAT. The proposed Tele-Management system would interface with the state's SAP accounting system, Arkansas Administrative Statewide Information System (AASIS), and would replace the functions of RBS, MONIES, and HEAT with a 24*7 enterprise web-based software solution available for DIS (an estimated 50 users) and for DIS customers and service providers across the state (an estimated 450 users). |

# Planned Major IT Development Projects

| Agency & Project Name | Project Description |
|---|---|
| Time Collection System | Enterprise Time Collection solution that interfaces with MS Projects, DIS Billing and other applications and SAP to consolidate processes and eliminate redundancy. Time Collection solution also being considered to capture staff time for federal reporting for Game & Fish Commission. |
| **Office of Information Technology** | |
| Disaster Recovery Plans | Use of Homeland Security granted funds for disaster recovery software and hardware for use by state agencies to create disaster recovery plans. |
| **Parks and Tourism** | |
| Lodge Reservation System | A project to provide a reservation solution at each of the park lodge locations. |
| **Securities Department** | |
| STAR System | Provide a mechanism for tracking various inter-relationships between securities, broker-dealers, agents, investment advisers and representatives to enhance the Department's ability to protect citizens from unethical, unregistered, or fraudulent activities. Promote investor education by providing the investing public with web access to information. This will be accomplished through an integrated, relational, transaction-based database. |
| **State Crime Laboratory** | |
| TeleTestifying Pilot | This project, funded with a science and technology grant through OIT/DIS, will connect the crime laboratory with three county courthouses (Washington, Sharp, and Jefferson). The project seeks to discover the value of testifying in court without leaving the laboratory, thus allowing laboratory personnel more time to work cases and reduce the large case backlog. ASCL will work closely with Southwestern Bell, DIS, and the circuit courts in the targeted counties to develop and implement this application. |

# Planned Major IT Development Projects

| Agency & Project Name | Project Description |
|---|---|
| **State Police** | |
| TraCS (Traffic and Criminal Software) | Application is used to capture crash data near real-time. Project is targeted to be complete within two years statewide. Funding source is through NHTSA (National Highway Transportation and Safety Administration). Purchase of servers and laptops are included in costs. |
| **Teacher Retirement System** | |
| Arkansas Teacher Retirement Member Information System | The Membership Information System will replace the current membership system which is 22+ years old. This is the business application that drives the retirement system. |
| **Workers' Compensation** | |
| AWCC Imaging | To capture all present paper filings and correspondence electronically so as to eliminate physical storage problems and to be better able to share information among multiple users simultaneously. The scope does not include any attempt of imaging historical documents that are currently captured on microfilm, but rather to pick a cut-off date at which time paper files will not be established - only electronic ones. |

# Planned Major IT Development Projects With Cost

| Agency & Project Name | Total Project Cost (estimated) | Cost through FY03 | FY04-05 YTD | Total Project Cost to Date | Budgeted amount for FY04-05 | Date Project Started | End Date (estimated) |
|---|---|---|---|---|---|---|---|
| ** Denotes project completed | | | | | | | |
| **Crime Information Center** | | | | | | | |
| Integrated Justice ** | 910,563 | 281,119 | 628,848 | 909,967 | 629,444 | 11/1/2001 | 3/31/2004 |
| National Criminal History Improvement Project | 1,425,637 | 0 | 999,597 | 999,597 | 1,300,000 | 7/1/1995 | 6/30/2005 |
| Project Safe Neighborhoods | 312,232 | 12,292 | 131,837 | 144,129 | 299,940 | 10/1/2002 | 9/30/2005 |
| **Employment Security** | | | | | | | |
| ACRS ** | 388,313 | 41,719 | 144,313 | 186,032 | 289,100 | 3/1/2003 | N/A |
| Economic Development Exchange | 261,420 | 0 | 0 | 0 | 223,020 | N/A | N/A |
| Learning Exchange/OSCAR Import | 208,800 | 0 | 0 | 0 | 180,000 | N/A | N/A |
| LMI Automation (ALMIS/NSR) | 355,000 | 0 | 0 | 0 | 355,000 | N/A | N/A |
| ODDS/AWIS Replacement | 523,809 | 0 | 20,210 | 20,210 | 523,809 | 8/1/2003 | N/A |
| TAA/TRA/DW | 1,324,972 | 951,435 | 361,895 | 1,313,330 | 1,324,972 | 7/1/2002 | N/A |
| FARS Replacement | 1,000,000 | 0 | 0 | 0 | 1,000,000 | N/A | N/A |
| Imaging | 1,378,020 | 17,525 | 160,650 | 178,175 | 992,980 | N/A | N/A |
| Security | 923,195 | 195,000 | 158,134 | 353,134 | 676,195 | 7/1/2002 | N/A |
| ABPCO ** | 664,707 | 44,811 | 188,162 | 232,973 | 664,707 | 11/1/2002 | 11/1/2004 |
| Adjudication System | 1,543,233 | 124,541 | 282,098 | 406,639 | 774,994 | 12/1/2002 | 9/1/2004 |
| Employer Accounts Registration | 238,064 | 39,254 | 99,464 | 138,718 | 238,064 | 3/1/2003 | 12/1/2004 |
| Employer Wage Processing | 288,943 | 17,475 | 190,155 | 207,630 | 288,943 | 3/1/2003 | 12/1/2004 |
| Hope MFLC Record Keeping | 111,250 | 7,487 | 6,074 | 13,561 | 82,250 | 11/1/2002 | 7/1/2004 |
| Initial Claims IVR/Call Center | 1,800,000 | 0 | 15,768 | 15,768 | 1,800,000 | 9/1/2003 | N/A |
| Internet Initial Claims | 1,836,980 | 1,103,527 | 527,974 | 1,631,501 | 1,836,980 | 10/1/2002 | N/A |
| UI Collections | 1,068,900 | 0 | 0 | 0 | 703,800 | N/A | N/A |
| **Environmental Quality** | | | | | | | |
| Integrated Information System | 3,200,000 | 357,520 | 504,719 | 862,239 | 3,200,000 | 12/1/2002 | 6/30/2007 |
| **Finance and Administration** | | | | | | | |
| Budget Preparation Module ** | 1,921,560 | 0 | 1,879,877 | 1,879,877 | 1,921,560 | 8/1/2003 | 7/1/2004 |
| Performance Budgeting and Accountability System ** | 100,000 | 0 | 100,000 | 100,000 | 100,000 | 8/1/2003 | 7/1/2004 |

# Planned Major IT Development Projects With Cost

** Denotes project completed

| Agency & Project Name | Total Project Cost (estimated) | Cost through FY03 | FY04-05 YTD | Total Project Cost to Date | Budgeted amount for FY04-05 | Date Project Started | End Date (estimated) |
|---|---|---|---|---|---|---|---|
| **Health** | | | | | | | |
| Hospital Network (Bioterrorism Grant) | 1,200,000 | 0 | 915,000 | 915,000 | 1,200,000 | 7/1/2003 | 6/30/2005 |
| Laboratory (Bioterrorism Grant) | 600,000 | 0 | 535,000 | 535,000 | 600,000 | 7/1/2003 | 12/30/2004 |
| NEDSS (Bioterrorism Grant) | 400,000 | 0 | 400,000 | 400,000 | 400,000 | 7/1/2003 | 6/30/2004 |
| Vital Records | 900,000 | 0 | 0 | 0 | 900,000 | 7/1/2003 | 6/30/2006 |
| **Human Services** | | | | | | | |
| Extended Juvenile Jurisdiction Digital Surveillance | 468,321 | 0 | 333,909 | 333,909 | 195,547 | 7/1/2003 | 4/30/2005 |
| Juvenile Tracking System Re-Engineering | 267,973 | 0 | 380,022 | 380,022 | 347,298 | 7/1/2003 | 6/30/2005 |
| **Information Systems** | | | | | | | |
| Telemanagement Project | 500,000 | 0 | 34,160 | 34,160 | 500,000 | 10/1/2004 | 12/31/2005 |
| Time Collection System | 350,000 | 0 | 0 | 0 | 350,000 | 7/1/2003 | 12/31/2004 |
| **Office of Information Technology** | | | | | | | |
| Disaster Recovery Plans ** | 236,700 | 0 | 201,251 | 201,251 | 236,700 | 12/1/2003 | 6/30/2004 |
| **Parks and Tourism** | | | | | | | |
| Lodge Reservation System ** | 315,000 | 0 | 304,072 | 304,072 | 315,000 | 9/1/2003 | 5/30/2004 |
| **Securities Department** | | | | | | | |
| STAR System ** | 369,871 | 114,800 | 315,855 | 430,655 | 312,821 | 5/1/2003 | 6/30/2004 |
| **State Crime Laboratory** | | | | | | | |
| TeleTestifying Pilot | 351,000 | 134,605 | 108,198 | 242,803 | 216,396 | 4/15/2001 | 6/30/2005 |
| **State Police** | | | | | | | |
| TraCS (Traffic and Criminal Software) | 1,100,000 | 0 | 1,100,000 | 1,100,000 | 1,100,000 | 10/01/2003 | 6/30/2005 |
| **Teacher Retirement System** | | | | | | | |
| Teacher Retirement Member Information System | 7,500,000 | 3,627,461 | 3,403,638 | 7,031,099 | 3,872,536 | 5/15/2000 | 6/30/2005 |
| **Workers' Compensation Commission** | | | | | | | |
| AWCC Imaging | 200,000 | 0 | 0 | 0 | 200,000 | 1/15/2004 | 6/30/2005 |
| **Totals** | **$36,544,463** | **$7,070,571** | **$14,430,875** | **$21,501,446** | **$30,152,056** | | |

# Planned Major IT Enhancement Projects

| Agency & Project Name | Project Description |
|---|---|
| **Crime Information Center** | |
| VINE Enhancements | Utilizing the existing VINE Notification System which will provide an individual booking database for each county jail in Arkansas.  This includes profession services and maintenance. |
| **Education Department** | |
| COGNOS Project | This project add an analysis and reporting piece for the Pentamation Financial users in the school districts. |
| Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems | Pentamation is upgrading the DOS based system to a system that will be more user friendly for both the Pentamation Student and Financial users. All business processes will remain the same. This system takes the current system and gives it a Windows look and ease of use. |
| **Employment Security** | |
| Workforce Investment System | Enhancements to the existing workforce investment system |
| New Hire Enhancement for BPC | Provides a cross match of Unemployment Insurance overpayments and the new hire registry. |
| UI Charges | Redesign of Unemployment Insurance Charges to Employers |
| **Finance and Administration** | |
| Employment Benefits | HIPAA compliance/employee benefits administration |
| **Human Services** | |
| Child Care Eligibility | Child Care Eligibility/Business at a Glance -  Replace the Day Care mainframe system with client service system and provide new functionality of instant information about each daycare and identify deficiencies (Business at a Glance). |

| Decision Support | Decision Support Systems is replacing Business At a Glance. This request supports the Division of Child Care and Early Childhood Education's pilot project of developing a business intelligence system called Decision Support System. DSS serves two purposes. First, is to satisfy executive query and reporting needs. Second, is to move from a reactive mode to a proactive predictive capability to assist DCC/ECE in addressing fraudulent provider and client behavior. |
| --- | --- |
| CHRIS - Children's Reporting and Information System | Enhancements required by SACWIS (State Automated Child and Welfare Information System) audit as follows: Resource/Provider redesign, Provider Payment and Remittance Advice, Electronic data interface with IV-D, Identify and match Services to Case Plan needs, Track progress of Service/Case Plans, Record contract/acquisition needed resource needs, Timely identification /tracking of case reviews, Electronic data interface with IV-A, Electronic data interface with Title XIX, Accounts Payable Process, Accounts Receivable Process, Determine and track Child's IV-E in placement, Verify eligibility for other related programs, Generate documents in initial eligibility determinations, Redeterminations, Generate documents on eligibility changes, Assignments/Management of Workloads, Collection/Maintenance of Foster Parent/Adoption, Process Contracts and changes, Record Contract monitoring, Generate Contract Alerts and notices, Generate Contract documents, Identify allegations of maltreatment by FC Providers, Prepare and record referrals to other agencies, Indian Child Welfare requirements |
| HIPAA | Medicaid, as a health insurance plan, must comply with Health Insurance Portability and Accountability Act (HIPAA) requirements. This requires significant changes in the Medicaid Management Information System (MMIS) to accommodate the mandate to use standard electronic claim and eligibility record formats. |
| PLATO Learning Software package Expansion | DYS is required by the Department of Justice to ensure that academic credits earned are unquestionably accepted by other public schools in the state. DYS has had Plato Learning Software at Alexander since 1996 and the regional juvenile programs since 2001. We are requesting to enhance and expand the use of this software to address the DOJ settlement requirements and ADE requirements. The expansion allows complete, enhanced coverage on these campuses and adds this educational capability for DYS group homes. |

Recipient Overpayment
Accounting System (ROAS)

ROAS is an Accounts Receivable system that tracks overpayments in benefits issued to DHS clients, interfaces with other systems to enable recouping overpayments through a deduction in current benefits, and interfaces with State and Federal revenue agencies to intercept tax refunds to repay client overpayments debts.  The system also incorporates a Fraud sub-system that is used to track the cases suspected of fraud and their status within the DHS benefit abuse process. This system is running in a mainframe environment and consists of several COBOL online and batch programs. It is currently being re-engineered in Visual Basic and SQL Server.

**Parks and Tourism**

GuiXT Project

GuiXT is a third party software product endorsed by SAP that has the capability to make AASIS/SAP more user friendly and much more efficient by reducing the number of screens and clicks an employee has to go through to accomplish their task.

**Prosecutor Coordinator**

Prosecutor Systems

Rewrite and upgrade currently separate Hot Check and Case Management Systems into one main system, written in Visual Basic and stored on an SQL Server platform.

**State Police**

AFIS (Automated Fingerprint
Identification System

Automated Fingerprint Identification System upgrade to add increased functionality (i.e. palms, secondary matching, etc.) Fund source is through congressional earmark and Byrne grant

# Planned Major IT Enhancement Projects With Cost

** Denotes project completed

| Agency & Project Name | Total Project Cost (estimated) | Cost through FY03 | FY04-05 YTD | Total Project Cost to Date | Budgeted amount for FY04-05 | Date Project Started | End Date (estimated) |
|---|---|---|---|---|---|---|---|
| **Crime Information Center** | | | | | | | |
| VINE Enhancements | 3,907,024 | 2,820,534 | 931,304 | 3,751,838 | 1,086,490 | 5/1/1998 | 6/30/2005 |
| **Education Department** | | | | | | | |
| COGNOS Project | 800,000 | 0 | 800,000 | 800,000 | 800,000 | 7/20/2004 | 6/30/2005 |
| Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems | 943,540 | 0 | 313,885 | 313,885 | 943,540 | 11/21/2003 | 7/1/2004 |
| **Employment Security** | | | | | | | |
| Workforce Investment System | 309,472 | 0 | 0 | 0 | 309,472 | N/A | N/A |
| New Hire Enhancement for BPC | 210,000 | 0 | 0 | 0 | 180,000 | N/A | N/A |
| UI Charges | 644,875 | 0 | 0 | 0 | 151,965 | N/A | N/A |
| **Finance and Administration** | | | | | | | |
| Employment Benefits | 3,000,000 | 976,420 | 1,209,368 | 2,185,788 | 1,357,110 | 3/1/2002 | 6/30/2005 |
| **Human Services** | | | | | | | |
| CHRIS - Children's Reporting and Information System | 3,769,884 | 0 | 1,513,875 | 1,513,875 | 2,332,392 | 7/1/2003 | 6/30/2006 |
| Recipient Overpayment Accounting System (ROAS) ** | 654,088 | 360,535 | 309,772 | 670,307 | 309,772 | 7/1/2003 | 6/30/2004 |
| Child Care Eligibility | 3,559,039 | 428,362 | 1,880,820 | 2,309,182 | 3,559,039 | 7/1/2003 | 6/3/2005 |
| Decision Support | 214,740 | 0 | 159,612 | 159,612 | 149,168 | 2/1/2004 | 6/3/2005 |
| HIPAA** | 22,355,827 | 15,578,375 | 6,726,964 | 22,305,339 | 6,726,964 | 7/1/2002 | 6/30/2004 |
| PLATO Learning Software package Expansion | 968,783 | 0 | 524,213 | 524,213 | 574,745 | 7/1/2003 | 6/30/2005 |
| **Parks and Tourism** | | | | | | | |
| GuiXT Project | 120,000 | 0 | 10,000 | 10,000 | 120,000 | 2/13/2004 | 1/31/2005 |
| **Prosecutor Coordinator** | | | | | | | |
| Prosecutor Systems | 489,300 | 47,500 | 67,000 | 114,500 | 124,000 | 10/1/2002 | 7/1/2007 |
| **State Police** | | | | | | | |
| AFIS (Automated Fingerprint Identification System** | 1,351,133 | 0 | 1,351,133 | 1,351,133 | 1,351,133 | 12/01/2003 | 6/30/2005 |
| **Totals** | $43,297,705 | $20,211,726 | $15,797,946 | $36,009,672 | $20,075,790 | | |